

How do I Make a Claim for ISS?



Children's Services
Since 1895

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Your ISS Approval Letter will detail the hours and subsidy contribution that have been approved for your service.

At the end of every quarter you must make an ISS Claim for Payment in line with the subsidy approved for your service and the [ISS Guidelines](#).

New Claim for Payment Forms and Attendance Records have been developed to accompany the revised ISS Guidelines. These will be available to download from www.ku.com.au soon. During the next few months the NISSP will accept both new and old Claim Forms and Attendance Records.

Step 1: Centre Based Services-Employ your additional worker and complete the daily Attendance Record

Each day that an additional worker (subsidised through the ISS) attends your service s/he must initial their hours of attendance on the Attendance Record.

A record must also be kept of the hours that the child/ren with ongoing high support needs attends your service. Services are periodically audited by the NISSP and you may be required to provide relevant documentation to verify your Claim for Payment.

Step 1: Home Based Services-Complete the daily Attendance Record

Each day an ISS funded child attends your Home Based Care service the Carer must write down the hours the child/ren actually attends care and initial the Attendance Record.

Services are periodically audited by the NISSP and you may be required to provide relevant documentation to verify your Claim for Payment.

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Step 2: All Services-Complete the ISS Claim Form

At the end of each quarter, complete the relevant Claim for Payment Form.

Claims for Period	Claims must be received by the NISSP by:
1 April-30 June 2009	1 November 2009
1 July-30 September 2009	30 November 2009
1 October-31 December 2009	1 March 2010
1 January-31 March 2010	31 May 2010
1 April-30 June 2010	30 August 2010

Vacation Care services may submit one Claim for Payment form at the end of each Vacation period to cover the whole Vacation period. These claims must be submitted to the NISSP by the closing dates above to receive payment.

Step 3: Send the Claim for Payment Form and Attendance Record to the NISSP

At the end of each quarter, you must submit the Claim for Payment Form and Attendance Record **within 60 days** to receive payment (**claims made later than 60 days after the quarter end will not be paid**).

Claims from periods up to and including June 2009 (including late claims from previous periods) must be submitted before 1 November 2009 to receive payment. No late claims can be accepted after 1 November 2009.

Step 4: NISSP will process claim and transfer payment

The NISSP will process your claim form and then transfer your payment electronically to your bank account. You will be emailed a Payment Advice when this is complete.

If you have any queries relating to your Claim for Payment or you need any further information please see our [FAQs](#) or [contact us](#).